



City of Lodi Title VI & Related Statutes Complaint Procedures

Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes and regulations require that no person in the United States shall, on the basis of race, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. The City of Lodi also prohibits discrimination based on sexual orientation and religion. These prohibitions extend to City of Lodi as both a direct recipient of Federal Transit Administration (FTA) federal financial assistance and as a sub recipient of Federal Highway Administration federal financial assistance through Caltrans. The requirement also applies to the City's sub recipients, consultants, and contractors, irrespective of tier, whether federally funded or not.

The City is also required to implement measures to ensure that persons with limited English proficiency and persons with disabilities have meaningful access to the services, benefits, and information of all its programs and activities under Executive Order 13166 and the Americans with Disabilities Act of 1990 respectively.

How to Submit a Complaint

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, age, disability, sexual orientation or religion by the City of Lodi (hereinafter referred to as "City") may file a Title VI & Related Statutes complaint by completing and submitting the City's Title VI & Related Statutes Complaint Form. The City of Lodi investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

All Title VI & Related Statutes complaints are considered formal. Complaints must be in writing and signed by the complainant or his/her representative on the form provided. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color, national origin, sex, age, disability, sexual orientation or religion. Title VI & Related Statutes Complaints of discrimination may be filed with:

Title VI Coordinator
City of Lodi Public Works Dept.
221 West Pine Street
P.O. Box 3006
Lodi, CA 95241-1910

Phone #: (209) 333-6706
Fax #: (209) 333-6710

Upon request, assistance will be provided if you are limited English proficient or disabled. Complaints may be filed using alternative formats such as computer disk, audiotape, large print or Braille. For TTY customers, dial 711 to reach the California Relay Service. You will be asked to give the telephone number you are calling.

The City and its sub-recipients, consultants and contractors, irrespective of tier, are prohibited from retaliating against an individual because he or she opposed an unlawful policy or practice, or made charges, testified, or participated in any complaint action under Title VI, the Restoration Act of 1987 and other nondiscrimination authorities.

Procedures for Processing Complaints

Once the complaint is received, the City will review it to determine if our office has jurisdiction.

Within 15 calendar days after receipt of the complaint, Title VI Coordinator or designee will contact you to discuss the complaint and the possible resolutions. Within 15 calendar days after that discussion, the Title VI Coordinator or designee will respond in writing, and where appropriate, in an accessible format, such as large print, Braille, or audio tape. The response will explain the position of the City of Lodi and offer options for substantive resolution of the complaint.

If the response by the Title VI Coordinator or designee does not satisfactorily resolve the issue, you and/or your designee may appeal the decision to the City Manager within 15 calendar days after receipt of the Coordinator's response.

Within 15 calendar days after receipt of the appeal, the City Manager or his/her designee will meet with you to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, the City Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Title VI Coordinator or designee, appeals to the City Manager or designee, and responses from these two offices will be retained by the City of Lodi for at least three years.

For more information, please visit the City's web page: www.lodi.gov/titlevi